

Swanbank odour nuisance

Community reference group meeting summary

Date/venue

8am Tuesday 17 October 2023, Redbank Plains Community Centre

Attendees

Invitees

- sch4p4(6) Personal local resident and community advocate
- sch4p4(6) Personal Ripley resident and community advocate/spokesperson
- sch4p4(6) Personal Willowbank resident and committee member
- sch4p4(6) Personal Ripley resident and local community page moderator

Additional attendees

- sch4p4(6) Personal information
-

Apologies

- sch4p4(6) Personal President of IRATE

Discussion

Meeting purpose

Representatives from the Department of Environment and Science (DES) met with Ipswich community representatives to discuss community concerns about odour issues in the area, understand what actions are being taken by the department, and discuss how the department can engage with the local community.

Community reference group members shared that they have been dealing with issues for several years and are advocating for stronger action and transparency from DES.

Progress update

DES provided an update, including the following key matters:

- The team dedicated to Swanbank odour expanded in June 2023 including dedicated lawyers and investigators, and additional personnel as required for intensive operations.
- DES is targeting compliance efforts at strategic locations. Compliance visits are both announced and unannounced to ensure DES can speak with the right people and get the right information.
- In addition to odour, all compliance matters are being covered, however odour remains a significant focus. DES has engaged an external firm to assist with its odour investigations.
- DES acknowledged visibility in the community may appear reduced, this is because the cars are no longer wrapped in green, and efforts are focussing on compliance activity at odour sources. Community presence remains.
- DES employs several tools to investigate odour nuisance and gather evidence against non-compliance, including weather monitoring stations, odour surveys, etc.,

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with staff aware and informed of their obligations and the relevant legislation under which they operate.

Odour reporting

DES acknowledges the effort that goes into making odour reports, however notes that increasingly they are receiving multiple identical reports. This can limit the ability to identify trends or patterns, and DES reinforced the importance of quality, timely, accurate, and unique reports to give the department good information it can rely on to target activities. Discussion was held around aligning correct terminology under the legislation with odour reports in the community, and possible further tweaks to the online odour reporting from/community education including drop down options and maps. This has been identified as a priority topic for the upcoming community engagement.

ACTION: sch4p4(6) Personal inform to meet offline to further discuss his ideas.

ACTION: DES to consider rolling out targeted educational social media posts in local community to help improve quality of odour reporting.

Education facilities air sampling program

The department has offered ten schools and other education facilities air sampling canisters following community concerns raised about potential health impacts to children. Nil samples have been collected yet. Canisters are not single use and are reused. Once processed and cleaned by the laboratories, they can be turned around and delivered back into the community for additional sampling. DES is working closely with Queensland Health to ensure it has enough canisters to service requests. Queensland Health representatives will be attending the community drop-in session and will be able to provide further information to community around this process.

Community drop-in session

DES listened to feedback during the September Town Hall meeting and is commencing a more active engagement approach with the local community. This comprises three phases anticipated on a rolling monthly cycle: regular community reference group meetings (of which this is the first), community drop in sessions, and e-newsletters. Additionally, DES is exploring updates to the odour pages on the website to make them easier to navigate and improve the user experience. It's clear there is a disconnect between what DES is doing on the ground and what the community knows is happening, and DES will take a more active approach to promoting, where possible, actions in this space, including targeting social media posts, media releases, newsletters, and community engagement.

Community questions

Regarding fire ants, DAF is investigating reports and will be attending the community drop-in session on Saturday to address community questions as the lead agency.

DES is currently navigating a range of actions to limit odour generation and although are unable to share further details in this space, we expect the companies will have to comply with what will be imposed on them.

DES acknowledges community frustrations about slow action in the space, but notes that the department must operate within the legislation. Consultation is currently open on proposed

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amendments to the Environmental Protection Act, following an independent review last year, and community representatives here today, as well as the broader Ipswich community affected by the odour, and encouraged to submit.

Regarding DES' role as a government department, it is not appropriate to engage in political debates and lobbying. DES does work closely with partner agencies, including DAF and Queensland Health. Acknowledgement that there are many 'puzzle pieces' that come together to manage these types of issues, which DES is actively working through. Discussion around the social licence of operators and how they engage the community, noting some do a better job than others. Consensus that inviting operators to community drop-in sessions would not be productive. One attendee mentioned that they believed the reference group should be larger, however the remaining invited attendees' preference was to keep the group small to foster collaboration and productive discourse and as effective community reference group, noting the community drop in sessions were the appropriate opportunity for the broader community to speak with DES and partner agencies.

Published on DESI Disclosure
RTI Act 2009

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Details

Date and location	16/11/2023, Redbank Plains Community Centre
Timing	8.15 – 9.15am

Attendees

- sch4p4(6) Person Willowbank resident and committee member
- sch4p4(6) Person Ripley resident and community advocate/spokesperson
- Natalie Fortuna, A/Executive Director, Communications and Public Engagement DES
- Simone Ventura, Director, Swanbank Project DES
- Elena Moeller, A/Compliance Delivery Manager, Swanbank Project DES
- Krystle Hohn, Community Engagement Officer DES

Apologies

- sch4p4(6) Person President of IRATE
- sch4p4(6) Person Local resident and community advocate
- sch4p4(6) Person Ripley resident and community advocate/spokesperson (Wayne attended as delegate)
- sch4p4(6) Person Community page moderator and Ripley resident

Key messages

Key points discussed	
1.	DES issued three PINs at \$15,480 each, totaling over \$45,000 to a company in Swanbank. These fines are a part of the broader suite of enforcement actions DES is currently considering. All options are being considered, including potential court action.
2.	DES investigators statewide have been called in over previous weeks to assist collecting statements and affidavits from the community, which may be used as evidence in future court proceedings. DES appreciates those community members who have assisted in this process.
3.	DES is conducting a waste industry inspection blitz at sites across the Ipswich region that have the potential to cause dust and odour nuisance.
4.	Web updates will be coming soon, with further improvements being made in iterations. Changes include a new look and feel. Questions provided by community (including those from sch4p4(6) Person) are being used to inform content and further community engagement.
5.	Promoting residents to sign up to the newsletter is important as this is the primary means of communication DES will be using for the broader community.
6.	Cross government collaboration with other states and local government continuing. Particularly noting that DES does not wish to conflict with any relief being sought through Council court proceedings.

Actions

1. DES to provide social posts on reporting odour, community drop in and newsletter sign up that can be shared across platforms and relevant community social pages.
2. DES to touch base with Qld Health to ensure that appropriate GPs across Ipswich are aware to report odour related symptoms to Qld Health and offer to share resources, including heat maps.
3. DES to provide Redbank Plains Community Centre with a drop in poster.
4. DES to look at alternative times to hold the CRG meeting.

Progress Update

Odour nuisance / compliance and enforcement actions

Enhanced compliance inspections of potential odour generating sites in Swanbank are continuing. Enforcement action is progressing.

Inspection efforts have also been expanded across the Ipswich region with a targeted operation to inspect sites that manage waste or have a high dust and odour generating potential. Around 55 sites are being inspected currently. Appropriate enforcement action will be taken against non-compliant operators.

While DES investigates a range of environmental matters across operations, odour remains a priority.

Communication

DES has identified an issue with the electronic newsletter (and community reference group material) being diverted to junk mail. DES will investigate a way to reduce this from happening. People are also asked to check their junk/spam folders for any relevant correspondence and identify DES email as not junk where possible.

Socials have been receiving good traction with their targeted social posts and will continue to take the same approach moving forward. Next social media posts are proposed to promote sign up to the online newsletter and the next community drop-in session.

DES understands that community is frustrated, and this has been a long-standing issue. DES is committed to attending stakeholder meetings and holding community drop ins once a month to allow community to talk directly with DES and other government agencies. It is important that community understand how to report odour correctly and the importance behind this. DES encourages community to sign up to the newsletter to keep up to date with the department's activities and actions in relation to odour nuisance.

Health

All air canister and H2S samples to date have returned results below health guideline values. Canisters will continue to be provided to residents who express concerns about physical health impacts. Residents are also encouraged to see their GP's, consistent with Qld Health advice.

DES understands that this does not take into account the communities mental health and associated symptoms related to mental health. DES will continue to monitor and take air samples across affected areas and will look to present data on the website as a part of the upcoming updates.

Cross Government collaboration

DES is and will continue to liaise with Ipswich City Council and other State Government departments (Health and DAF) to ensure they are kept up to date with the latest developments and community concerns.

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Details

Independent chair	<ul style="list-style-type: none">Natalie Fortuna – Public Affairs unit, Department of Environment and Science
Date	<ul style="list-style-type: none">Thursday, 18 January 2024
Location	<ul style="list-style-type: none">Redbank Plains Community Centre
Time	<ul style="list-style-type: none">7:30am – 9:00am (1 ½ hours)

Attendees

- Brad Wirth, Executive Director, Industry, Development & Southeast Compliance (IDSC) DESI
- Ben Grant, A/ Director, Swanbank Project DESI
- Daniel Salomone, A/Compliance Delivery Manager, Swanbank Project DESI
- Natalie Fortuna, Director, Communications and Public Engagement DES
- Azin Fazeli, Environmental Officer, Swanbank Project DESI and minute taker
- sch4p4(6) Perso Willowbank resident and committee member
- sch4p4(6) Person Ripley resident and community advocate/spokesperson
- sch4p4(6) Personal infor Ripley resident- attended with Michelle Filippi
- sch4p4(6) Person Redbank Plains resident and community advocate/spokesperson
- sch4p4(6) Perso Redbank Plains resident- attended with Tracey Butler
- sch4p4(6) Perso Ripley resident and administrator of stop the stink

Apologies

- sch4p4(6) Pe President of IRATE

Summary

- WMI fire incident investigation continues- Enforcement action, including EPO, and Notice proposing to amend EA has been issued.
- Restraint order application against NuGrow has been listed for a two-day interim hearing on 31 January and 1 February 2024.
- DESI is continuing to address odour being experienced by the community. This includes holding operators to account for poor practices and taking strong action against those found to be willfully breaking the law.
- Next community drop-in session to be held at the Redbank Plains Community Centre, on Thursday 25 January 2024 5:30-7pm. The next drop-in session planned to be held at Ripley.
- Community correspondences to the Minister and MECS items are all reviewed and actioned by DESI within a specific timeframe.
- Cross government collaboration continues with other state and local government organisations and associations.

Community concerns and requests

- The community experiences complex and overwhelming odours that significantly impact their way of life. In addition, fire incidents (such as what happened at WMI recently) with smoke adding to the nuisance.
- Confusion for the community on jurisdictions of different agencies to take action in relation to the odour nuisance. Opportunity to increase community awareness on responsibilities of government agencies (including DESI, Ipswich City Council and other State Government departments).
- Request for more prompt response to correspondence from DESI and Ministerial.
- Request for more targeted information provided in community newsletter, such as inspection data and overviews.
- Discussion around how DESI monitors sites across the broader Swanbank and New Chum industrial areas, assurance that focus on one or two sites does not result in remaining sites being forgotten.
- Discussion around WMI notification, EPO, and other penalties.
- Process for PINs being deferred to SPER. (If the PIN remains unpaid after 28 days, the matter will be referred to the State Penalties Enforcement Registry (SPER) for debt management).
- Request for additional monitoring information to be available on the website.
- DESI conducts unannounced inspections at Swanbank and New Chum sites to check on their compliance and to take enforcement action where appropriate.
- Concern about the approval of a new service station.
- Discussion around how waste delivered to sites is monitored, with intel from CRG members that it is not being managed by some operators.
- Experience from Ipswich community and odour nuisance to be advocated and taken into consideration for current and future developments in the state to prevent any similar odour issues for other communities. Replicate the lessons learned from Ipswich to other parts of state.

DESI-IDSC Executive Director update

- DESI restraint order application against NuGrow Ipswich Pty Ltd has been listed for a two-day interim hearing on 31 January and 1 February 2024. This application is the highest level of action against an operation, and it is a civil action. DESI is seeking orders that, if granted by the Court, will limit certain aspects of NuGrow's operation, including receiving certain odorous wastes, with the aim of bringing relief to the local community.
- DESI conducted extensive investigation to collect evidence and submit statements and affidavits to court. The Judge has recognized the community interest in this matter. Since then, Swanbank project team have completed a range of odour surveys to further support the court case.
- DESI fined a Swanbank operator more than \$30,000 for stockpiling green waste, which led to the recent fire and subsequent odour impacts. DESI issued WMI with an Environmental Protection Order and notice to amendment EA for better management

of fire, which requires WMI to take immediate steps to minimise the fire risk by reducing the size, and changing the configuration, of the stockpiles on their site. Queensland Fire and Emergency Services (QFES), provided the operator with advice around options for extinguishing the fire.

- DESI undertook a targeted three-week operation to inspect sites across Ipswich that manage waste or have a higher dust and odour generating potential. Officers conducted compliance inspections at 56 licensed facilities. This operation was conducted separately to the ongoing compliance program targeting key odour generating sites in the Swanbank and New Chum areas. As a result of these inspections, no major non-compliance was found, and the department issued warning notices and a PIN. Further similar operation is planned for this year.
- This operation has confirmed that the Department should continue to focus its compliance efforts on the known odour generating composting sites. Primary focus is on NuGrow according to risk assessment and WMI and Remondis are secondary. All waste operators must comply with the conditions of their EAs and requirements under the EP Act.

Communication Update

- Newsletter subscribers are 2,100 at the moment and it is consistent with the survey results, indicating that email continues to be the communities' preferred channel of communication.
- Monthly update is provided to the community via the newsletter- noting that significant actions will be shared (incl. fire incident reports, PINs, court proceeding, etc.). CRG to let DESI know what they would like to be included.
- The Swanbank and New Chum website has been updated, DESI would be interested to know what additional information is required.
- Community drop-in sessions has been successful with good attendance of the community. 6-8 officers from DESI attended to provide information to the community. Approximately 30 community members attended the November 30 drop-in session at the Redbank Plains Community Centre. Feedback received from attendees indicated that they were generally satisfied with the information they were provided, and most said they now have a better understanding of the department's compliance actions and regulations. The sessions are designed to give the community the opportunity to drop in to speak with officers one-on-one about our compliance activities and investigations into the current odour issues.
- The Swanbank odour website has been significantly upgraded to offer a more comprehensive and user-friendly experience for affected residents, with more complete information than ever before.
- DESI Facebook social posts have been an effective form of communication to inform community about upcoming drop-in sessions information.

Actions

1. DESI to continue investigation of the fire incident at WMI and assess risks to prevent future incidents.
2. CRG meeting time for early morning is appropriate, DESI to look at other potential days in the week.
3. Next community drop-in session is on Thursday 25 January 5:30-7pm at Redbank Plains Community Centre.

4. DESI to prepare factsheets for community drop-in sessions noting the responsibilities and jurisdiction of DESI, DAF and QLD Health for community awareness.
5. DESI to continue to invite DAF (for fire ants) and Qld Health to attend the next community drop-in session.
6. DESI to conduct the next community drop-in session in February at Ripley and to provide 3-4 weeks notification to the community.
7. DESI to provide a summary of inspections conducted by officers to assess compliance at major waste operators. This is to be provided monthly in the newsletter.

Published on DESI Disclosure Log
RTI Act 2009

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Details

Date and location	1. 20/02/24, Redbank Plains Community Centre
Timing	2. 7:30-9:00am

Attendees

- sch4p4(6) Perso Willowbank resident and committee member
- sch4p4(6) Persona Ripley resident and community advocate/spokesperson
- sch4p4(6) Persona Ripley resident and community advocate/spokesperson
- sch4p4(6) Perso Community page moderator and Ripley resident
- Natalie Fortuna, Director, Public Affairs DESI
- Simone Ventura, Director, Swanbank Project DESI
- Daniel Salomone, A/Compliance Delivery Manager, Swanbank Project DESI
- Chloe Gundersen, Community Engagement Officer DESI

Apologies

- sch4p4(6) Pe President of IRATE
- sch4p4(6) Perso Local resident and community advocate

Key messages

Key points discussed
3. Community drop-in sessions are having mixed numbers in attendance. DESI is expecting greater attendance at the next drop-in and encourages the community to sign up to the newsletter to keep up to date with information. Additional avenues for targeting affected areas will be explored.
4. Air canisters have been re-offered to schools that were offered as a part of last years sampling program. No samples have been taken yet.
5. WMI fire still smoldering, DESI liaising with QFES with the aim of extinguishing with minimal impact on the community. DESI commenced compliance activities for smaller scale NuGrow fire.
6. DESI Ipswich Compliance Team responded to air quality concerns associated with BMI.
7. DESI looking into expanding air quality network with new air monitoring stations. DESI does complete odour surveys, which may be used in legal proceedings and engaged an external firm to assist with investigations. Gathering evidence is aligned with legal proceedings.
8. As per the 14 February newsletter, the EPOLA 2024 bill has been introduced to State Parliament. Proposed changes include what DESI can infringe for, including clarifying that environmental 'nuisance' can be considered 'serious or material environmental harm', which enables a greater range of enforcement tools and stronger penalties for persistent issues, such as odour, that are more proportionate to the impact on the community. Fine amounts have not changed. A copy of the bill is available on the Queensland Legislation website (https://www.legislation.qld.gov.au/view/html/bill.first/bill-2023-044).
9. If people are experiencing odour related health symptoms, ask GP to refer matter to Qld Health. 13HEALTH is an option for free health advice.
10. Changes are being proposed to the landfill and waste stockpile guidelines. DESI will provide update on information on the status of both guidelines at next CRG.

Actions

1. DESI to check maps for the schools involved in air canister program
2. DESI to send a reminder/follow up to GPs to report odour related symptoms to QLD Health
3. DESI to request a report from Qld Health on which GPs across Ipswich received information regarding reporting odour related symptoms to QLD Health
4. DESI to provide update on landfill and waste stockpile guidelines in next CRG meeting
5. DESI to send meeting summary from January CRG
6. DESI to update FAQs on website
7. DESI to provide Ripley venue (Minka Place) with community drop in details
8. DESI to add Community Engagement email on bottom of community newsletter
9. DESI to make web events more obvious to targeted areas for drop in sessions
10. DESI to look at date/time to hold the next CRG meeting

Follow ups

1. DESI to follow up on sch4p4(6) Personal information canister results and provide in writing
2. DESI to follow up on compliance checks around transport for next CRG
3. DESI to follow up on email/questions sent from sch4p4(6) Personal information (from 2 months ago)

Drop in sessions

This month we have 2 drop-in sessions. Saturday 17 February drop-in session located at Augustine Heights had low attendance (2 people). It is anticipated there will be more people at the next drop-in at Ripley on Saturday 24 February.

Air canister program

DESI have spoken with the schools and early childhood centres that were involved in last years program and has re-offered air canisters following a short break over the Christmas/New Year holiday period. One facility has not responded and two facilities have declined the offer at this point. Canisters have been delivered to the participating facilities (currently 6 in total). No samples have been taken as yet. DESI will keep in close contact with the participating facilities.

Fires

The WMI stockpile is still smoldering and slowly being extinguished following advice from Qld Fire and Emergency Services. There is a focus on balancing extinguishing the fire, while also having minimal impacts on the community. DESI hopes the fire will be extinguished in 6-8 weeks.

DESI is undertaking compliance activities following the NuGrow fire. The scale of this fire was much smaller than the WMI fire.

Air quality network

DESI have spoken to experts and are looking to expand the air quality network by installing new air monitoring stations and relocating some stations to help capture data in more affected areas. DESI is also looking at the way they monitor, having monitors out in the community and looking at

options to co-locate to ensure reliability. DESI is in contact with Queensland Health in relation to the air quality network. Further information will be provided to the community on these activities.

Health

DESI reminds community members that are experiencing symptoms to ask the GP to refer the matter to Queensland Health. People are encouraged to call 13HEALTH for free advice.

Communication

DESI continues to encourage community to sign up to the newsletter to keep up to date with the department's activities and actions in relation to odour nuisance.

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RTI Act 2009

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Details

Date and location	13/03/24, Redbank Plains Community Centre
Timing	7:30-9:00am

Attendees

- sch4p4(6) Pers Willowbank resident and committee member
- sch4p4(6) Personal Ripley resident and community advocate/spokesperson
- sch4p4(6) Personal Ripley resident and community advocate/spokesperson
- sch4p4(6) Personal local resident and community advocate
- sch4p4(6) Personal local resident and community advocate
- Brad Wirth, Executive Director, Industry Development and Southeast Compliance, DESI
- Simone Ventura, Director, Swanbank Project, DESI
- Daniel Salomone, A/Compliance Delivery Manager, Swanbank Project DESI
- Eleanor Read, Principal Environmental Officer, DESI
- Carly Wood, Principal Communication Officer, DESI

Apologies

sch4p4(6) Pers Community page moderator and Ripley resident

Key points

Key points discussed

NuGrow court hearing and the aim of the restraint order

WMI fire and the Environmental Protection Order

Latest ESR compliance activities

Landfill and Stockpile guidelines

Asbestos air testing and air quality monitoring network

Asbestos found at NuGrow - testing

Community drop-in sessions – locations and recommendation for other venues

Actions

1. Supply members with links to buffer distance information add to list of community questions
2. Share asbestos media release link with group - **COMPLETE**
3. Add community reporting and air data link to newsletter and updates (eDM's)
4. Provide group with air monitoring fact sheet and update website with content and fact sheet
5. Provide details on asbestos from Qld Health website to CRG members

6. Consider including photo of drop-in venue location for ease of identification in promotional material.
7. Consider obtaining an A frame poster that can be used out front of venue to promote drop in sessions.
8. Follow up on surface testing and grass particle testing. Specifically settled particles and potential health issues.
9. Provide a post meeting pack to the group. This will include:
 - a) An update of previous meeting action items
 - b) Written response to community questions provided b sch4p4(6) P
 - c) Written update on Terms of Reference & FAQs
10. Plan for next month's CRG meeting in April. Suggested date of Wednesday 17/04.
11. ESR to provide a canister to sch4p4(6) Person

Summary of discussion

Nugrow

The department's interim restraint order has been scheduled for review in the Planning and Environment Court for Monday 18/03/2024. The restraint order will aim to stop highly odorous feedstocks being received on-site to bring relief to the local community. The department's composting guidelines detail a range of feedstocks and associated odour potential (https://www.des.qld.gov.au/policies?a=272936:policy_registry/era-gl-bpem-composting.pdf).

WMI

DESI confirmed the stockpile is still smoldering but has significantly reduced in size. QFES provided advice to WMI on how to best extinguish the fire and reduce impacts to the environment and community.

The amended EPO issued to WMI can be found on the public register. The order requires WMI to take steps to minimise the fire risk by reducing the size, and changing the configuration, of the feedstock stockpiles on their site.

ESR activities

Over the past four weeks DESI has carried out 27 inspections in the Swanbank and New Chum area. DESI undertakes inspections with a purpose and aligns these with initiatives across the State.

Landfill and Stockpile guidelines

These guidelines are non-statutory guidelines although they are technical guidelines, they assist operators to reduce environmental impacts and ensure the protection of the environment. There are no obligations on the department to consult with community on the development of guidelines however in this case the department did open the landfill guideline up for public consultation. The department has received submissions from IRATE.

Air monitoring

DESI is currently reviewing the air monitoring network, relocating H2S monitors and installing wind monitors to co-locate with the intent of providing further details of potential impacts. DESI plan to install two wind stations, one in Ripley and the other in the northeastern area of Collingwood Park. DESI will also install new technology to provide near real time information on air quality for parameters such as volatile organic compounds (VOC). The department is also acquiring new software to allow electronic recording of field observations from officers. The system is fully integratable and scalable, and is intended to be adapted to suit as required. Due to a delay in equipment coming on board, the department is hoping to have the equipment installed on Monday 18 March. Once up and running, the department is looking at options for making the data will be available on the website. This may however take time and matters such as contractual arrangements, and systems and software requirements will need to be considered.

The community will be provided with information on the air quality network changes once operational.

Asbestos

DESI designed a program to assess waste sites in QLD. These sites included green waste that provided mulch to the public. DESI conducted sampling of these sites in conjunction with WHQS.

Nugrow Ipswich returned a positive result and out of the 23 sites initially inspected in SEQ only one sample from these returned a positive result. DESI are working with Nugrow sites throughout QLD regarding controls to prevent asbestos coming into these sites as well as local governments who are largely responsible for green waste feedstock to composters.

Information on the departments actions in this space have been provided through media releases (available at <https://www.des.qld.gov.au/our-department/news-media/mediareleases>) and regular electronic newsletter updates to subscribers for Swanbank and New Chum.

Community drop-in sessions

Two drop-in sessions were held in February at Augustine Heights and Minka place, Ripley, on a Saturday morning and afternoon. Attendance at these two sessions were low. Thursday nights have seen higher numbers in attendance and DESI propose to hold future drop-ins on a Thursday evening. The group discussed the Augustine Heights venue to be difficult to find and suggested DESI add a photo of the location. Riverview Community Centre was proposed as an alternative location to hold the sessions.

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RTI Act 2009

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Details

Date and location	17 April 2024, Redbank Plains Community Centre
Timing	7:30 - 9:00am

Attendees

- sch4p4(6) Pers Willowbank resident and committee member
- sch4p4(6) Person, Ripley resident and community advocate/spokesperson
- sch4p4(6) Person Ripley resident and community advocate/spokesperson
- sch4p4(6) Pers Community page moderator and Ripley resident
- Brad Wirth, Executive Director, Industry Development and Southeast Compliance, DESI
- Simone Ventura, Director, Swanbank Project, DESI
- Daniel Salomone, A/Compliance Delivery Manager, Swanbank Project DESI
- Natalie Fortuna, Director, Public Affairs, DESI
- Krystle Hohn, Community Engagement Officer, DESI

Apologies

- sch4p4(6) Pers, local resident and community advocate
- sch4p4(6) Pers local resident and community advocate

Key points

Key points discussed
1. Air monitoring network
2. Grass particle testing
3. DESI's restraint order application against NuGrow
4. NuGrow's TEP application
5. Powers and Penalties
6. Options for strengthening compost regulations
7. CRG Terms of Reference (ToR)

Actions

1. Follow up with sch4p4(report on possible small fire at WMI
2. DESI to follow up reports of issues affecting online reporting
3. DESI to update ToR to further define 'aggressive' behaviour, recirculate to CRG
4. Share air monitoring program fact sheet with CRG
5. DESI to assist members correct miss information on social media when requested

Summary of discussion

Air monitoring network

New air and weather monitoring stations are being installed across Ipswich, with most of the work having been completed and the remaining installations due for completion in the coming weeks. The network has been strategically set up to assist in determining point source odours with more accurate data sets.

The network will monitor wind direction and speed, temperature, humidity, rainfall, solar radiation, and barometric pressure. New parameters measured will include volatile organic compound, ammonia and hydrogen.

H2S monitors currently located with residents will be relocated and co-located with the wind stations. This will help to provide a better understanding of potential odour sources.

When all stations have been installed, details of the locations and information about the air quality monitoring program will be shared with the CRG. Consideration will be given to how public accesses the data.

Grass particle testing

The department investigated the potential for grass particle testing, however indications are that this type of testing would not provide any further information above or beyond the air canister samples taken by community.

To date, air monitoring data and canister samples results have shown compound levels are below health guidelines.

DESI's restraint order application against NuGrow

As communicated previously, our interim restraint order application to limit odour-causing activities by NuGrow Ipswich Pty Ltd was dismissed by the Planning and Environment Court late last month. Initially, a date was set for 20 May to hear our application for final orders.

Since then, the Court has made orders by consent that NuGrow is at risk of causing an odour nuisance to the community unless restrained. This means the hearing will progress to focus on determining what measures may be put in place to limit odour impacts to residents.

The court is yet to set a date for this hearing. Further information will be distributed to community when this matter progresses.

NuGrow TEP application

NuGrow have also agreed to withdraw their transitional environmental program (TEP) application, meaning we have also withdrawn our Court of Appeal proceeding as it is now moot. This means there are no outstanding court applications regarding the TEP.

Powers and Penalties Bill

We expect to have an update on the Powers and Penalties Bill soon. Further information will be provided.

Options for strengthening compost regulations.

DESI has developed options for strengthening composting regulations that will be considered by government. Further information will be provided.

CRG ToR

DESI discussed and outlined the ToR, referring to the purpose, confidentiality, roles and responsibilities, membership and new membership. All members approved of the ToR in-principle, with minor changes to elaborate on what is meant by inappropriate behaviour. The ToR will be updated and then distributed to group for final approval, before signing at the next meeting held on 1 May 2024.

Date : 5/04/2024 6:05:49 PM

From : "Natalie Fortuna"

To : sch4p4(6) Personal information@gmail.com

BCc : "Simone Ventura" Simone.Ventura@des.qld.gov.au, "DES Community Engagement" Engagement@des.qld.gov.au, "Alana Marquart" Alana.Marquart@des.qld.gov.au

Subject : RE: Ipswich DESI CRG Meetings

Hi sch4p4(6)

Thanks for reaching out. We've met a few times at previous drop-in sessions, and I hope to see you at the next one on Thursday April 18 at Riverview and District Community Centre, 138 Old Ipswich Road, Riverview from 5.30 - 6.30pm.

At this point, we intend to continue to meet with a small community representative group and are looking to keep attendees apolitical. We find this helps to ensure conversations are productive for all attendees. I will let you know if this changes.

It's great that you are in touch with the CRG members. If you have any questions you'd like raised, you're welcome to pass them onto one of the members to raise at the meeting.

In the interim, we're keeping the [Swanbank and New Chum](#) page updated with the latest information, including drop in sessions and community questions.

Warm regards
Natalie

From: sch4p4(6) Personal information@gmail.com>

Sent: Thursday, April 4, 2024 9:03 AM

To: Natalie Fortuna

Subject: Ipswich DESI CRG Meetings

Caution: this message came from outside of the organisation.

You have not previously corresponded with this sender. Be careful clicking any link or attachment.

Good Morning Natalie

My name is sch4p4(6) Personal information I live in the Ipswich region and I would like to be invited to the next DESI CRG meeting.

Can you please provide the details for the next few meetings so I can attend please?

I have spoken to some of the CRG community members and they advised that they don't know when the next CRG meeting is and suggested that I contact you directly.

Regards

sch4p4(6) Personal information

Date : 12/10/2023 5:59:15 PM

From : "Natalie Fortuna"

To : "Natalie Patch" Natalie.Patch@des.qld.gov.au

Subject : Community reference group info

Attachment : Cleanaway odour issues_Meeting summary.docx;image001.png;image003.png;image002.png;

Hi Patches

Please see attached and below information on the last community reference group. I understand that only one meeting was held.

In terms of attendees, they only invited four, and there is an overlap with one [sch4] who is the president of IRATE. [sch4p4(6) P] (today's emailer) issue is that [sch4p4(6) P] wasn't invited, however a [sch4p] is the secretary of IRATE and [sch4] is the president, I am comfortable that this was the right decision.

The remaining attendees from the last meeting were Collingwood Park residents, as this was the area most significantly affected by Cleanaway. As that issue has been resolved and these new issues affecting the southern part of Ipswich, they are no longer the most appropriate representatives for the current issue.

Our four new stakeholders who are attending our community reference group meeting next week have been highly engaged in the current issue. This includes [sch4p4(6) Pers] who has been a key media spokesperson; [sch4p4(6) F] who is leading a fire ant infestation campaign; [sch4p4(6) Pe] who facilitates the Stop the Stink page; and [sch4p4(6) I] who has been engaging with [sch4p4] and her team frequently in recent months and who I understand is an active community reporter.

There are some great insights in the attached summary that I will absolutely be taking into Tuesday and sharing with the team.

Please let me know any questions.

Thanks,
Nat

From: Scott Sullivan (DES) <Scott.Sullivan@des.qld.gov.au>

Sent: Friday, May 13, 2022 4:56 PM

To: president@irate.org.au [sch4p4(6) Person]@outlook.com; sbpneighbourhoodwatch@gmail.com; recall500@hotmail.com

Cc: Claire Andersen; Carly Jane Wood

Subject: Cleanaway odour meeting

Good afternoon [sch4p4(6) Personal information]

Thank you again for your time yesterday to discuss the current odour issues in relation to the Cleanaway New Chum site. I hope that it was a positive step in further opening the lines of communication between yourselves as representatives of the community and the Department of Environment and Science.

As per our conversation yesterday I have attached a meeting summary of our conversation. It would be greatly appreciated if you could take time to review the summary and let us know by reply all email if you would like any changes to the content by close of business Monday 16th May. We will endeavour to consolidate any feedback and provide a final version immediately thereafter.

Kind regards



Scott Sullivan
Executive Director
Minerals and Northern Compliance
Environmental Services and Regulation
Department of Environment and Science

P [sch4p4(6) P]

PO Box 5391, Townsville QLD 4810



HEAL COUNTRY! - PROUDLY CELEBRATING NAIDOC WEEK 2021

Odour Abatement Taskforce

Cleanaway New Chum odour issues

Summary of meeting

Attendees

sch4p4(6) Pers President, IRATE

sch4p4(6) Personal info Administrator, Stop the Stink

sch4p4(6) Personal info Area Coordinator, Redbank Plains Neighbourhood Watch

sch4p4(6) Personal info President, Collingwood Park State School Parents & Citizens Association

Scott Sullivan, Executive Director, Department of Environment and Science

Claire Andersen, Executive Director, Department of Environment and Science

Carly Wood, Principal Communication Officer, Department of Environment and Science

Date/venue

Thursday 12 May

Department of Environment and Science, Ipswich office

Discussion

Meeting purpose

Representatives from the Department of Environment and Science (DES) met with four members of the Collingwood community.

The purpose of the meeting was to discuss community concerns about odour issues in the area, understand what actions are being taken by the department and discuss how the department can communicate.

Community members indicated they have been dealing with issues for a number of years and advocating for stronger action. Community members have suffered emotional, physical and financial impacts from the odours.

Site status and air quality

DES officers talked about the actions taken since the floods earlier in the year including:

- Commencing an investigation
- Issuing direction notices to reduce and treat water
- Undertaking air monitoring on site and in the community
- Regular compliance site visits, including to ensure preparations are in place for rainfall events

The department outlined that there was a high level of engagement across DES and significant resourcing being dedicated to address the issue as quickly as possible.

DES has written to the CEO of Cleanaway recently outlining the regulators expectations that the issue is resolved as quickly as possible.

The department outlined the air monitoring program and the results to date. Monitoring is showing concentrations of hydrogen sulfide in the community often late at night or early morning that are at nuisance levels, but not at levels of health concern. Results are being made available on the website regularly.

The department appreciated community members getting involved with air monitoring and encouraged other members of the community to call the Pollution Hotline to discuss how they can get involved. DES indicated it was working closely with Queensland Health and air monitoring experts.

Community members were concerned about what would happen when the sludge at the bottom of the water body was exposed and what Cleanaway's plans were for dealing with it. DES officers indicated that they were seeking detailed information on Cleanaway's plans, but anticipated it would likely include treating the sludge and removing it, probably to a different landfill that was permitted to take the waste.

The community made it clear they oppose further expansion of the landfill. Community members want to know when the issue will be resolved or whether it will be ongoing. While it is difficult to provide a timeframe, DES indicated that it was pushing hard to resolve it as quickly as possible. Complaints and air monitoring showed some improvement in the last few weeks and DES is being careful to ensure Cleanaway has plans for treating and disposing of the sludge so it doesn't make odours in the community worse.

Community members raised concerns about why cells on the site haven't been capped and whether that has contributed to the problem and is leading to contamination of the waterbody. They also asked why DES hadn't taken stronger action in this regard. DES undertook to give further information on compliance actions on the site over time.

Community members asked about contamination levels of the waterbody on site including PFAS. DES indicated that water quality sampling showed the levels of PFAS were low, which is why QUU were able to accept the water for treatment. The community expressed an interest in seeing the results. DES undertook to look into publishing the water quality results online.

Community members asked why trucks had stopped in the last couple of days transporting water offsite. DES indicated that Queensland Urban Utilities (QUU) had asked Cleanaway to pause temporarily while there was heavier rainfall in the region to ensure the sewage treatment plant could continue to operate effectively.

The group raised concerns about other waste facilities in the region and the ongoing odour problems. DES acknowledged that there were a range of odour issues across the region but also noted there were a range of development approvals that authorised activities. DES

indicated it was continuing to work with Council and other state government agencies on land use planning issues.

Community members raised concerns about the illegal Resource Recovery Area (RRA) on the Cleanaway site. DES indicated compliance action was underway on this matter and the community would be updated once there was an outcome.

Communication and engagement

Community members wanted Cleanaway to re-establish the community reference group and better engage with the community.

Community members supported using a range of communications channels including newsletters, web and social media. DES undertook to answer common questions.

The community appreciated the powers and penalties review and was keen to see stronger tools and penalties available to the regulator to address issues like this.

The community members were interested in the investigation into an independent EPA and were keen to have a say during the next consultation period.

The department indicated that community members could get in touch with any key questions in future.

Actions

1. Publish PFAS levels / water quality results
2. Advise when QUU begins accepting water from Cleanaway again via web and newsletter
3. Provide answers to common questions from the community
4. Provide a summary of enforcement actions against Cleanaway
5. Add groups to consultation list for EPA consultation
6. Communicate more about the powers and penalties review

Date : 20/09/2023 5:45:24 PM

From : "Simone Ventura"

To : "Natalie Fortuna" Natalie.Fortuna@des.qld.gov.au, "Brad Wirth" Brad.Wirth@des.qld.gov.au

Subject : Swanbank community engagement and web updates

Attachment : OAT FAQs - November 2020 v5.docx;detailed odour abatement web content_v1.docx;image001.png;image002.png;

Hi Nat and Brad,

I had a good discussion with [sch4p4(6) f] this afternoon, including about the potential opportunity to have regular meeting opportunities with key stakeholders.

He was very reasonable and supports the concept of providing a meeting opportunity with key people. While he himself may not be able to attend some meetings, he would appreciate the invitation.

Other people he thought may benefit could be [sch4p4(6) Personal information] (residents of the area) and potentially [sch4p4(6) f] (president of IRATE) and [sch4p4(6) Pe] (secretary of IRATE) although thought that they may be fairly busy and not able to attend.

One question he did raise was around understanding what wastes are being received at these sites – may be something for us to address in upcoming EDM's or the FAQ.

Nat – as discussed, please see attached draft web content which was prepared by Sasha Macnamara's team in RRS for us. We will need to include heat maps and we have an updated map of the SIA for inclusion. Also attached is a previous FAQ that was prepared for OAT which may be helpful.

Regards

Simone



Simone Ventura

A/Director, Swanbank Project

Industry, Development & Southeast Compliance

Environmental Services and Regulation

Department of Environment and Science

M [sch4p4(6) P]

GPO Box 2454, Brisbane Qld 4001

Odour Abatement Taskforce (Taskforce) – Frequently Asked Questions

Do the odours impact my health?

In 2017, DES, Ipswich City Council and West Moreton Health investigated potential health concerns raised by the community in relation to odour and dust from the Swanbank Industrial Area (SIA).

It concluded that bio-aerosols and odour gases are generated by composting processes; and chemicals responsible for odours from composting gases. These gases may travel further from the site than bio-aerosols.

(Note bio-aerosols are particles released from terrestrial and marine ecosystems into the atmosphere. They consist of living and non-living components and can be found in soil, water and sewage.)

Even if odours are detected, which can be very unpleasant, this does not mean that you are being exposed to harmful bio-aerosols.

If members of the public have a specific health concern they are encouraged to speak with your treating medical practitioner. They can contact the West Moreton Public Health Unit on (07) 3818 4700 if they wish to discuss the specific situation.

They may also call the Queensland Government's health advice line 13 HEALTH (1343 2548).

Why should I report?

The Taskforce continues to listen and respond to community concerns. With the help of reports from the community, the Taskforce has identified key operators that are likely responsible for causing the majority of the odour nuisance around Swanbank.

Reports assist in providing knowledge of who is impacted, when they are impacted and how they are impacted. All odour reports received by the Taskforce are used to correlate trends in odour movement, weather conditions, timing and the potential sources; as well as linking back to specific activities and behaviours in industry that cause nuisance odour. This information allows the Taskforce to predict the likelihood of environmental nuisance being caused at a sensitive receptor so that field officers can respond proactively. This allows for a quick response when reports are received.

Due to the nature of odour, to identify nuisance the Taskforce must be able to quickly respond to a report at a reporter's residence or workplace to verify odour as nuisance and trace it back to the source before the odour dissipates or weather conditions change. As officers cannot be in the field 24/7 it is important that community members continue to report odour as it occurs to give Taskforce officers the best opportunity to respond and verify odour nuisance in the field. (See more info in newsletter on what to report)

What happens to my report/ why haven't we heard from you?

Reports are received by DES either through the Pollution Hotline (phone number) or via an online form. The Taskforce makes every effort to provide a return confirmation email and/or regular updates on its activities to each reporter if requested. In circumstances where a large number of reports are received, it is not always possible to provide these in a timely manner.

Rest assured that all odour reports received by the Taskforce are used to correlate trends in odour movement, weather conditions, timing and the potential sources; as well as linking back to specific

activities and behaviours in industry that cause nuisance odour. This information allows the Taskforce to predict the likelihood of environmental nuisance being caused at a sensitive receptor so that field officers can respond precisely.

The taskforce maintains a website which is updated on weekly basis and the community is encouraged to check the website for the latest information.

We have also planned a number of community events to update Ipswich residents on the current actions of the Taskforce and what we are planning next. See the OAT webpage for events to be posted as they are confirmed. As always, we encourage you to continue reporting environmental nuisance as it occurs. You can also see the work of the team on the Queensland Environment Facebook page (@QldEnvironment) by searching #odourbusters.

With all the money spent by the state government, in creating the Taskforce, what has been achieved? (as at 20 November 2020)

- 7423 community reports received
- 335 site inspections undertaken (proactively and reactively)
- 2798 community interactions (via events, shop front, telephone or field engagements)
- 24,000 Ipswich community members reached via Facebook
- 1 Environmental Protection Order (EPO)
- 1 Transitional Environmental Program (TEP)
- 21 Formal Warnings (1 issued in November)
- 9 Penalty Infringement Notices (PIN)
- 2 Environmental Evaluations (EE)
- 13 s451 Notices issued

The Taskforce has identified the key major composting facilities in the Swanbank Industrial Area (SIA) that are the major sources of odour, depending on prevailing weather conditions and specific on-site activities.

Although a variety of enforcement actions have been issued by the Taskforce, it is acknowledged that the community continues to experience nuisance. The Taskforce is now working with Ipswich City Council to ensure that the key players comply with the conditions of their approvals which includes odour nuisance.

Why can't you name the companies that you have fined for causing odour?

Some information cannot be provided publicly, such as the identity of certain compliance action recipients. This is due to protections of privacy under the *Privacy Act 1988* and the *Information Privacy Act 2009*, as well as confidentiality processes around active investigations, court processes and orders.

However you may make a formal right to information application to DES under the *Right to Information Act 2009*. The request will be considered and the information may be able to be released through this process.

The *Environmental Protection Act 1994*, requires DES to maintain registers of certain documentation related to administration and enforcement activities such as environmental authorities (EAs), environmental protection orders (EPO) and environmental evaluations (EEs). Such information can be obtained through the Queensland government website <https://www.qld.gov.au/environment/pollution/licences-permits/public-register> or by contacting DES on 1300 130 372 (select option 4).

The Taskforce has issued fines, but nothing has changed. What will the Taskforce do now?

Odours are complex, particularly from an industrial complex such as the SIA where there are many activities with the potential to cause odour. The Taskforce has been seeking to create an environment where the operators will voluntarily implement solutions that will lead to a lasting improvement to the amenity for the people living around the SIA and so that the operators can continue to operate in a sustainable manner.

The composting facilities have, and continue to, take steps to reduce odour and dust from their sites, however further improvement is still needed. For example, one facility is trialling the use of air injection to manage their composting windrows (rows of organic material), another facility is currently installing and operating a covered liquid waste deposition tank with air treatment, and the third facility is reducing the volume of leachate (liquid that releases from decomposing organic material) stored onsite and has changed the types of waste that it receives.

The Taskforce has some key focus areas:

- examine and review current industry regulation and practice;
- review environmental authority (EA) conditions against contemporary standards;
- encourage better practice environmental stewardship; and
- introduce new technologies to monitor air quality.

What are we currently working on? What long term changes are we trying to make to industry?

DES has approved the Arcadis Australia Pty Ltd report titled *Critical Evaluation of Composting Operations and Feedstock Suitability Report* as a recognised entity report (RER), under section 215(2)(l) of the *Environmental Protection Act 1994* (EP Act).

DES has engaged relevant peak bodies and individual composting operators. Particular composting operators within the Ipswich region were advised that DES seeks to change environmental authorities under a Notice of Proposed Amendment (NOPA). The NOPAs outline specific amendments to restrict the receipt of high odour risk feedstocks at these facilities unless advanced odour control infrastructure is installed. DES is continuing to consult with individual composters over these changes.

Why can't you cancel the operators licence?

When deciding to cancel an EA, DES must comply with the requirements in the *Environmental Protection Act 1994* (EP Act) which includes providing a notice of the proposed amendment to the EA holder and considering any representations made by the EA holder.

DES may cancel or suspend an environmental authority (EA) if certain circumstances as provided for in the *Environmental Protection Act 1994*.

For example, an EA can be cancelled or suspended if the holder of an EA is convicted of an environmental offence, or for non-payment of fees.

The aim of cancellation of an EA is not punitive; rather it is based on the need to protect the integrity of the legislative regime, the environment and the community from unsuitable operators.

What technologies are you using?

DES is using Remotely Piloted Aircraft Systems (RPAS), also known as unmanned aerial vehicles (UAVs) or drones to complete aerial inspections of facilities and investigate sites using thermal imagery, 3D mapping, photogrammetry and perform volumetric calculations. Drones assist officers

to perform inspections during out-of-hour periods on the weekends and allow for a continuation of compliance investigations while meeting health and safety guidelines due to COVID.

The Taskforce is implementing a novel air flow modelling technology called Envirosuite to better target and enable odour investigations and develop a pre-emptive response capability, designed to drive change in industry behaviour in the SIA.

Other novel technologies will be brought online in the first quarter of this financial year, including the trialling of a novel odour detection/warning technology (called 'e-noses'); and the increased use of drones to monitor site activity and potentially trial emission detection equipment.

Why is it so hard to figure this out?

The Taskforce has found that identifying the exact source of nuisance odour in an industrial estate such as the SIA with multiple sources of odour, can be complex. An odour can change very rapidly depending on the combination of the activities being carried out and the practices employed by the operator for each activity.

Despite these challenges, the Taskforce has identified the key major composting facilities in the Swanbank Industrial Area (SIA) that are the major sources of odour. The Taskforce is pursuing enforcement action for these operators.

What are the Taskforce's plans for 2020-2021?

The Taskforce is implementing a novel air flow modelling technology called Envirosuite to better target and enable odour investigations and develop a pre-emptive response capability, designed to drive change in industry behaviour in the SIA.

Other novel technologies will be brought online in the first quarter of this financial year, including the trialling of a novel odour detection/warning technology (called 'e-noses'); and the increased use of drones to monitor site activity and potentially trial emission detection equipment.

As a result of past and ongoing investigations, on 17 June 2020, DES commenced prosecution proceedings against Nugrow, alleging it had contravened various conditions of its EA including conditions related to odour emissions.

The Taskforce will continue to have a presence in the community, responding proactively and reactively to odour reports. The Taskforce will continue to use all available technologies to investigate key operators in the SIA, maintaining regulatory pressure.

The Taskforce will continue to engage with industry regarding their environmental performance and administer appropriate regulation of problematic sites.

What is Envirosuite?

Envirosuite is an air flow modelling technology. It will provide the Taskforce with up-to-the-minute data on odour or dust emissions in the Swanbank area. By using on-site weather data, Envirosuite will enable the Taskforce to quickly identify the source of any odour or dust nuisance reported by the community in near real time. This reduces time and uncertainty in identifying and dealing with the source of the odour or dust.

Envirosuite can also predict odour impact zones which also enables the Taskforce to more effectively investigate and take action on reports, and plan compliance activities.

The monitoring locations for Envirosuite will be positioned at six strategic locations within the SIA; mainly within the suburbs affected by the odour. To protect the integrity and security of the sensors, the exact locations of the sensors will not be disclosed to the public.

What is happening with dust monitoring?

In March 2020, the Taskforce completed a 12-month 24/7 dust monitoring program for dust in Collingwood Park. The investigation measured levels of PM10 and PM2.5, which are suspended particulate matter in the size range of concern for human health, as well as deposited dust levels to assess the potential for nuisance impacts.

The final report is now available online -

<https://www.qld.gov.au/environment/pollution/monitoring/air/air-programs>.

The monitoring has found no evidence that dust emissions originating from the direction of the SIA resulted in exceedances of the Environmental Protection (Air) Policy 2019 (EPP Air) objectives for protection of human health, nor DES' Air Impacts Guideline criterion for dust nuisance.

The report finds that the distribution of PM10 measurements at Collingwood Park was similar to that observed at other South East Queensland air monitoring sites.

The distribution of PM2.5 at Collingwood Park was slightly higher than that seen in other residential areas, due to its proximity to a major traffic corridor.

The 12 month dust monitoring program and associated report has been referred to on a number of occasions (generally via correspondence) to the community surrounding the SIA.

The Taskforce continues to undertake dust deposition monitoring at two locations in Collingwood Park.

As part of South East Air Quality monitoring network the Air Sciences Division of DES maintains a permanent, continuous air quality monitoring installation at Flinders View. The Flinders View station measures pollutant concentrations in the Ipswich area, and the movement of pollutants within South East Queensland and has been found to be representative of air quality for the area.

The monitoring data is available on-line and is updated hourly, 24/7, at <https://apps.des.qld.gov.au/air-quality/stations/?station=rfv>

What is environmental nuisance?

Under the *Environmental Protection Act 1994* (EP Act) environmental nuisance is:

- unreasonable interference (or likely interference) with an environmental value caused by emissions of aerosols, fumes, light, noise, odour, particles (including dust) or smoke; or
- unhealthy, offensive or unsightly conditions caused by contamination.

Environmental values include the amenity of a place, such as a house, that make it suitable for anyone to sleep, study or relax there. These values can be affected by noise, dust, odour or light.

When is odour an environmental nuisance?

Odour emissions can occur during industrial and commercial activities—but not all odours are unlawful. The role of the Taskforce is to investigate any concerns about odours and to determine if the EA for the activity or the EP Act have been breached.

While odour emissions can be unpleasant, if you believe they are unreasonable and they make it difficult for you to lead your normal life, it's probably an environmental nuisance. You can report an 'environmental nuisance' by phoning the Pollution Hotline 1300 130 372 (option 2)—24 hours a day.

For more information on general environmental nuisance and who to contact, please visit the following webpage: [https://www.qld.gov.au/environment/pollution/pollution-management/reporting-environmental- nuisance#:~:text=For%20environmental%20nuisance%20issues%20caused,130%20372%20\(option%202\).](https://www.qld.gov.au/environment/pollution/pollution-management/reporting-environmental- nuisance#:~:text=For%20environmental%20nuisance%20issues%20caused,130%20372%20(option%202).)

Who regulates the emissions from Swanbank workplaces that might be affecting the amenity of the area?

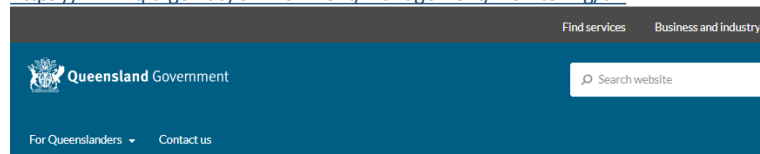
Local councils are generally responsible for responding to reports of environmental nuisance, however if the source of the environmental nuisance is caused by a state or local government entity, or comes from an operator that has an environmental authority, licence or permit from DES (such as for industrial composting, waste disposal or other activities), then DES will usually have jurisdiction.

Are there exceptions?

Some situations are not managed by DES or local council—you will have to contact a different authority.

- Noise from parties, cars, house alarms and trail bikes—call the Queensland Police Service (Police Link 131 444).
- Noise from licensed premises such as hotels and nightclubs—contact the Queensland Government's liquor and gaming regulatory office on 13 QGOV (13 74 68) or make an online complaint [here](#).
- Emissions from some commercial activities may be permitted—call your local council to find out more.
- Nuisance caused by essential safety or essential government actions, such as emergency repairs—call your local council to find out more.
- Council also has restrictions about the level of noise from barking dogs, building sites, air conditioners and other devices.

<https://www.qld.gov.au/environment/management/monitoring/air>



Home > Environment, land and water > [...] > Monitoring > Air quality

Monitoring

Air quality

Storm tide monitoring

Water quality monitoring

Wave monitoring

Wetlands monitoring

Coal dust management

Vegetation monitoring

Air quality



Live air data

View the current air quality in Queensland with hourly updates from the statewide monitoring network.



Smoke and dust health action levels

Recommendations to support and inform the community on what actions to take to protect their health during a smoke event.



Download air data

Download current and historical hourly air quality data from the statewide monitoring network.



Air pollution

- > Air pollutants
- > Controlling air pollution
- > Bushfires and dust storms
- > Wood heaters



Air quality management policies

Human activities can affect air quality, and we manage this through legislation, standards and



Air quality monitoring

- > Air monitoring network stations
- > Measuring air quality
- > Interpreting air quality

CHANGES:



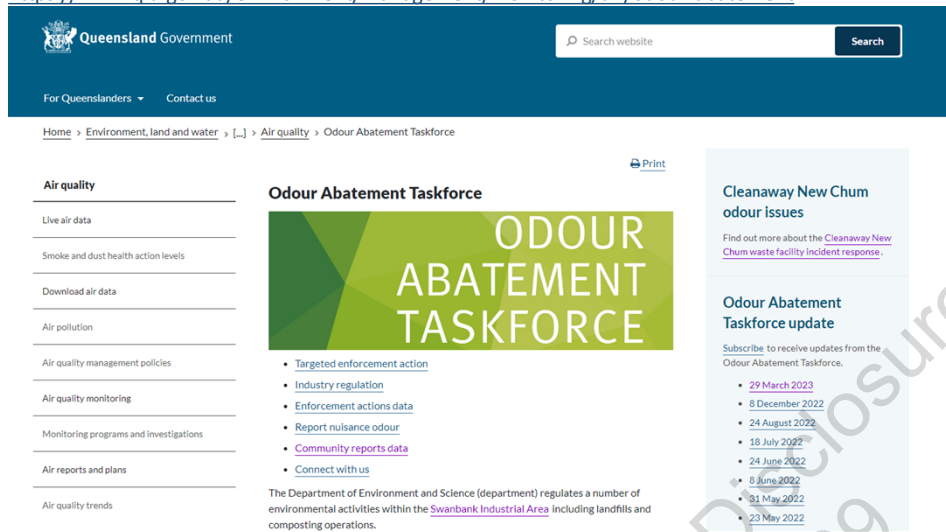
Monitoring programs and investigations

- > Cleanaway New Chum odour issues - completion of incident response
- > Wynnum Citizen Science Air Monitoring Project
- > Oxenford air quality monitoring project
- > Swanbank odour management

REPLACE first dot point with > Swanbank and New Chum odour abatement

Commented [JJ1]: Link to existing page which will become the main landing page:
<https://www.qld.gov.au/environment/management/monitoring/air/odour-abatement>

https://www.qld.gov.au/environment/management/monitoring/air/odour-abatement



EXISTING PAGE REDONE AS NEW HIGH LEVEL LANDING PAGE:

Swanbank and New Chum odour abatement

<INSERT brief text giving general overview for wider public about the area and what the departments role is>

Radio buttons for key content

Report odour

Location of waste sites

Investigations (Current/Historic/Monitoring data)

Community reports

Right hand margin
(retain/refine existing)

Community
newsletter
(subscribe to
newsletter, read
previous etc)

Commented [JJ2]: Link directly to the online odour report:
<https://odourreporting.des.qld.gov.au/>

Commented [JJ3]: Remove/replace existing page:
<https://www.qld.gov.au/environment/management/monitoring/air/air-programs/swanbank/industrial-area>
Steve - this is the preferred replacement address but happy to be guided by you.
<https://www.qld.gov.au/environment/management/monitoring/air/odour-abatement/locations>

Commented [JJ4]: Remove/replace existing page:
<https://www.qld.gov.au/environment/management/monitoring/air/air-programs/swanbank>
Steve - this is the preferred replacement address but happy to be guided by you.
<https://www.qld.gov.au/environment/management/monitoring/air/odour-abatement/investigations>

Commented [JJ5]: Dashboard - to be cleansed/improved by DnD (Peter T).
New sub-page required, preferred address is listed, but will be guided by Steve:
<https://www.qld.gov.au/environment/management/monitoring/air/odour-abatement/community-reports>

Swanbank and New Chum odour abatement

The Department of Environment and Science (the department) regulates environmental activities which can generate odour and impact on surrounding communities. There are several landfills and composting sites within the Swanbank and New Chum areas which are known sources of odour.

The department has been investigating and responding to concerns raised by the community about odours, dust, and other environmental nuisance in and around these areas for several years. Monitoring as well as real-time data has been used to identify key sources. Targeted enforcement action is undertaken where sites are found to be in breach of their environmental obligations. Some investigations are complete with others ongoing or before the courts.

As the environmental regulator, the department takes environmental offences seriously and will continue to take strong enforcement action in relation to contraventions of the environmental legislation.

Report odour	Location of waste sites
Investigations	Community reports

Community newsletters

[Subscribe](#) to receive updates.

[29 March 2023](#)
[8 December 2022](#)
[24 August 2022](#)
[18 July 2022](#)
[24 June 2022](#)
[8 June 2022](#)
[31 May 2022](#)
[23 May 2022](#)
[12 May 2022](#)
[5 May 2022](#)
[28 April 2022](#)
[21 April 2022](#)
[8 April 2022](#)
[1 April 2022](#)
[November 2021](#)
[August 2020](#)
[March 2019](#)
[November 2018](#)

Media Releases

[29 March 2023](#)
[8 April 2022](#)
[1 April 2022](#)
[19 March 2021](#)
[18 September 2020](#)

Commented [JJ6]: Link directly to the online odour report:
<https://odourreporting.des.qld.gov.au/>

Commented [JJ7]: Remove/replace existing page:
<https://www.qld.gov.au/environment/management/monitoring/air/air-programs/swanbank/industrial-area>
Steve - this is the preferred replacement address but happy to be guided by you.
<https://www.qld.gov.au/environment/management/monitoring/air/odour-abatement/locations>

Commented [JJ8]: Remove/replace existing page:
<https://www.qld.gov.au/environment/management/monitoring/air/air-programs/swanbank>
Steve - this is the preferred replacement address but happy to be guided by you.
<https://www.qld.gov.au/environment/management/monitoring/air/odour-abatement/investigations>

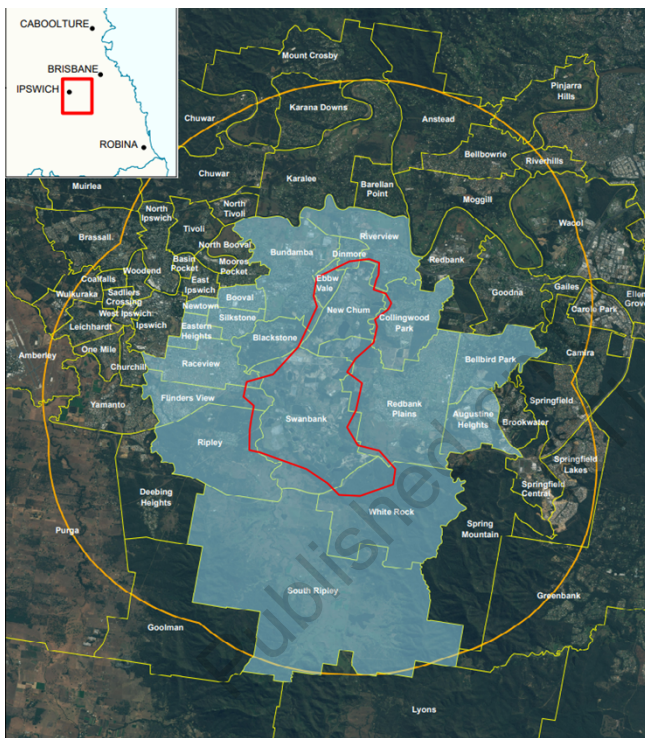
Commented [JJ9]: Dashboard - to be cleansed/improved by DnD (Peter T).
New sub-page required, preferred address is listed, but will be guided by Steve:
<https://www.qld.gov.au/environment/management/monitoring/air/odour-abatement/community-reports>

Location of waste sites

Swanbank and New Chum areas

The Department of Environment and Science (the department) regulates a number of environmental activities within the Swanbank and New Chum area that are known sources of odour. These businesses must hold an environmental authority to operate.

The following map identifies the Swanbank and New Chum areas, the immediate surrounding and potentially impacted suburbs, and suburbs within a wider 7.5km buffer zone.



Commented [JJ10]: Simone. - The previous map referenced the Swanbank Industrial Area. As we are moving away from this term and more broadly the Swanbank and New Chum areas I've extracted the imagery and published on the page directly (rather than a separate downloadable document). This is more easily viewable, but does lose some of the key etc. I've kept the relevant descriptions in the text above about the buffer size etc.

Natalie - do you want to make this tidier form a corporate comms perspective?

Environmental Authority holders

The below list shows the licenced waste management sites within the Swanbank and New Chum areas.

You can search the [Public Register Portal](#) using the individual licence numbers to see the environmental authority and relevant conditions that each operator must comply with.

Licence holder and number	Common name	Waste types
Nugrow Metro Pty Ltd EPPR00696713	Nugrow Composting Facility	Composting operation receiving solid and liquid waste material
Wood Mulching Industries Pty Ltd EPPR00676113	WMI Composting Facility	Composting operation receiving solid and liquid waste material
Lantrak Waste and Recycling Pty Ltd EPPR00703413	Lantrak Landfill	Landfilling operation receiving: <ul style="list-style-type: none"> • Construction and demolition waste • Asbestos • Contaminated soil
Remondis Australia Pty Ltd EPPR00823413	Remondis Stage 2 Landfill	Landfilling operation receiving: <ul style="list-style-type: none"> • General waste disposal • Regulated waste disposal • Limited regulated waste disposal • Regulated waste storage/treatment of: <ul style="list-style-type: none"> ○ treatment tank sludges and residues ○ grease trap waste ○ food processing waste ○ aluminium salt slag ○ fly ash ○ soils or treatment plant waste streams contaminated with heavy metals or acidic compounds ○ soils contaminated with hydrocarbons ○ batteries ○ cement kiln dust

Commented [JJ11]: Update the link to the EA landing page, instead of the wider PRP landing page.
<https://apps.des.qld.gov.au/public-register/search/ea.php>
Instructions reflect searching by EA number.
The enforcements section will have another link to the enforcements PRP content with separate instructions.

Commented [JJ12]: Simone - something the community may be interested in is the location of each site. We could publish the location data here as an added column if you agree? Although, I figured you probably have been over this in the past and there was probably a reason it is not already here. Just thought I'd raise it for consideration.

Commented [JJ13]: Update all links against each EA as per the above to the ea search page of the PRP.

Licence holder and number	Common name	Waste types
Redirect Recycling Pty Ltd EPPR00706313	Previously Bio-Recycle Greenspot Landfill	Landfilling operation receiving construction and demolition waste
Cleanaway Solid Waste Pty Ltd EPPR00445713	Cleanaway New Chum Landfill	Landfilling operation receiving: <ul style="list-style-type: none"> General waste including: <ul style="list-style-type: none"> inert construction and demolition material including concrete, bricks and tiles, non-reactive inflammable scrap metal, green waste including trees, branches, non-chemically treated timber and other plant material Limited regulated waste <ul style="list-style-type: none"> asbestos shredded tyres treatment tank sludge Contaminated soil
Veolia Environmental Services (Australia) Pty Ltd EPPR00633413	Veolia Wattle Glen Landfill	Landfilling operation receiving: <ul style="list-style-type: none"> General waste including commercial waste, domestic waste and recyclable waste Limited regulated waste
Chip Tyre Pty Ltd EPPR00948613	Chip Tyre (Tyre Recycling)	Tyre recycling
Chum Street Pty Ltd EPPR00422413	Previously Claypave Brick Factory	Clay and brickworks waste

Investigations

The Department of Environment and Science (the department) continues to receive community notifications about odour issues experienced in and around the Swanbank and New Chum areas. The number of reports typically increase during the warmer months of the year with increased rainfall and temperature both contributing factors.

The use of drones, weather stations and air flow technology software continues to form part of the departments proactive compliance program to monitor odour and identify the potential sources. Live [air quality monitoring of hydrogen sulfide](#) is freely accessible to the public for areas surrounding New Chum.

The department continues to work closely with operators to ensure that they are compliant with their license conditions through a dedicated program of regular monitoring, inspections and enforcement responses.

The following materials are available to assist operators with understanding how to meet their environmental obligations.

- Model operating conditions- [Model operating conditions ERA 53—Compost and soil conditioner manufacturing 200 t per year \(PDF\)](#)
- Guideline- [Best Practice Environmental Management – Environmentally relevant activity 53\(a\) \(PDF\)](#)
- Guideline- [Prevention of fires in waste stockpiles ESR/2020/5409 \(PDF\)](#)
- Guideline- [Landfill siting, design, operations, and rehabilitation guideline \(ESR/2015/1627\) \(PDF\)](#)
- Guideline- [Maintaining a decommissioned landfill ERA60\(4\)—\(ESR/2020/5499\) \(PDF\)](#)

Previously

In 2018, the department commissioned an independent market research consultancy to investigate the communities experience of odour issues across the wider Ipswich area. Read the [Key Findings \(PDF, 710KB\)](#) or the full [Community Research Report \(PDF, 2MB\)](#) here.

Following this, a dedicated Odour Abatement Taskforce was established. The taskforce provided additional on-ground presence and response to information reports from the public, plus proactive face-to-face engagement with local communities. It also worked to examine and review current industry regulation and practice against contemporary standards, introducing new technologies to monitor air, noise and water quality.

Enforcement action has been taken against those licensed sites found to be in breach of their environmental obligations. This has included formal warnings, statutory notices (requiring identification and remedy of odour sources and causes), fines and formal charges raised.

Prosecution outcomes

<REVIEW BELOW HISTORIC SUMMARY OF KEY PROSECUTION HIGHLIGHTS AND POSSIBLY SHORTEN >
Waste operator—Southeast Queensland

A waste operator has been fined \$32,500 after pleading guilty to two offences for illegally releasing untreated stormwater from its site onto a nearby street and to stormwater infrastructure and a pond on an adjacent property west of Brisbane.

On 17 July 2023, the operator was sentenced in Ipswich Magistrates Court. It was fined \$32,500 and ordered to pay a total of \$4,968.40 in costs.

The operator contravened a condition of its EA, contrary to section 430(3) of the *Environmental Protection Act 1994*. Between 22 March 2021 and 25 March 2021, following rainfall, the operator released a significant volume of untreated stormwater containing potentially harmful suspended solids from two ponds on its site.

Further unrelated to charges have been brought against the operator following odour complaints in 2022, including wilfully and unlawfully causing an environmental nuisance and contravening conditions of its EA.

Those matters remain before the Court.

Commented [JJ14]: Simone - I THINK ONE IS MISSING, ACCORDING TO THE WEB CONTENT THERE SHOULD BE THREE.

Also, it doesn't seem consistent to name the second operator, but to not name the first.

Bio-recycle Australia Pty Ltd

On 18 September 2020, Bio-recycle Australia Pty Ltd was fined \$300,000 for two offences of carrying out an environmentally relevant activity without an environmental authority (EA). Bio-recycle was receiving and disposing of more waste than it was licensed to across a three-year period from 2017 to 2019. Convictions were also recorded for the offences.

This is one of the highest penalties that has been imposed for a waste-related offence in Queensland's history and sends a strong signal to anyone who is considering undertaking illegal waste activities or avoiding the waste levy.

Bio-Recycle was also ordered to pay \$2,500 in legal costs and \$1,984.20 in investigation costs. Bio-recycle holds an EA for its landfill in Swanbank to receive construction and demolition waste, which allows for waste disposal of more than 100,000 tonnes, but less than 200,000 tonnes per year. Bio-recycle exceeded this allowable threshold by unlawfully disposing of an additional 326,137.23 tonnes of waste between 2017 and 2019.

Other enforcement actions

As identified above, a number of enforcement actions have been and will continue to be issued to operators that are found to be in breach of their environmental obligations. Warning notices and fines are a substantial deterrent and prevent most offences from reoccurring. Further to these there are a range of other enforcement actions available to deal with more serious offences.

If you would like to see the enforcement actions issued to any site, you can search the [Public Register Portal](#) using the individual licence holder in the 'issued to' field or alternatively using the postcode '4306' for Swanbank or '4303' for New Chum.

Other enforcement responses have included<INSERT SUMMARY OF GENERAL LOWER ENFORCEMENT RESPONSES WITH ENFORCEMENT NUMBERS INCLUDED, MAYBE BY SITE>

Cleanaway New Chum odour issues – completion of incident response

Between March and November 2022, the department undertook inspections of waste operators in the Swanbank area of Ipswich to deal with excess water and odour issues.

The department acknowledged that odour issues have been a longer-term problem.

Commented [JJ15]: Insert link to the public register enforcements area.
<https://apps.des.qld.gov.au/public-register/search/enforcement.php>

Commented [JJ16]: I would be inclined to not include this detail for ease of future updates (only update web content if prosecutions occur). I would think the above summary and reference to searching the PRP is sufficient.

Commented [JJ17]: Simone- I'd possibly remove this if you think the prosecution summary above is sufficient. Alternatively I'd be shortening to a very brief statement or incorporating in to one of the site enforcement stories if included above.

Investigations conducted by the department identified that the Cleanaway landfill located in New Chum was a major source of the odour issues impacting the community, particularly around the Collingwood Park area.

The February 2022 rain event resulted in a large volume of stormwater accumulating in a landfill cell (known as cell 3B). The water became contaminated with wastes from the site and this mixture became anaerobic through fermentation, releasing hydrogen sulphide (rotten egg gas) leading to the odour.

The department took action to ensure those responsible for the odour cease impacting the community and the issues were resolved as quickly as possible.

By October 2022, the affected cell was empty of water, community complaints about odour issues had significantly reduced and air monitoring results were generally below nuisance levels.

This means the department transitioned the environmental regulatory response from an incident response into a standard operations phase.

View [air quality monitoring results](#).

On 28 March 2023, following an extensive investigation, the department charged Cleanaway Solid Waste Pty Ltd with a number of offences in relation to its New Chum facility, including wilfully causing an environmental nuisance relating to odour in 2022. The specific charges are:

- One offence contrary to section 440(1) of the *Environmental Protection Act 1994* (EP Act) for wilfully and unlawfully causing an environmental nuisance. The maximum penalty for an offence contrary to section 440(1) of the EP Act is \$1,147,601.
- One offence contrary to section 430(2) of the EP Act for wilfully contravening a condition of an environmental authority (EA). The maximum penalty for an offence contrary to section 430(2) is \$4,307,812.
- Ten offences contrary to section 430(3) of the EP Act for contravening a condition of an EA. The maximum penalty for an offence contrary to section 430(3) of the EP Act is \$3,101,625.

Given the matter is now before the Court, the department will not be making any further comment at this time. Read the department's [media release](#).

Commented [SM18]: Given that the incident response phase has closed, keep this summary (and the links to monitoring data) and remove the rest of the information?

Community reports

Industrial and commercial activities can create odours, but not all odours are unlawful. The department's role is to investigate concerns about odours released by operators to determine if they have breached their environmental authority.

The department does not conduct field inspections in response to every individual odour report. However, a field inspection may be conducted in response to a high volume of reports that indicate a significant pollution or nuisance event.

Community reports data

The following dashboards show the community reports that have been received by the department in relation to the Swanbank and New Chum areas. The data is updated weekly.

<INCLUDE DASHBOARD CONTENT HERE>

Connect with us

- [Subscribe](#) to our newsletter to get the latest news and updates.
- Follow the [Queensland Environment Facebook](#) or [Twitter](#) social media accounts.
- [Report odour](#)

Commented [JJ19]: Is the dashboard only about these areas, or more broadly for all nuisance complaints across the State?

Commented [SM20]: Is this still correct, will this continue moving forward.

Commented [SM21]: Do we still use the term 'Twitter' or 'X'?

Commented [JJ22]: Link directly to the online odour report:
<https://odourreporting.des.qld.gov.au/>

Swanbank odour nuisance

Community representatives forum

Agenda

Independent chair	Natalie Fortuna – Public Affairs unit, Department of Environment and Science
Date	Tuesday 10 October
Location	Redbank Plains Community Centre
Time	10.30 – 11.30am (1 hour)

Attendees

- Invited community representatives
- Department of Environment and Science representatives (Simone Ventura, Elena Moeller, Natalie Fortuna)

Item #	Description	Responsible	Timing
1.	Acknowledgement of Country	Natalie	5 mins
2.	Introductions	Natalie	5 mins
3.	Meeting purpose	Natalie	5 mins
4.	Progress update	Simone	10 mins
5.	Community questions	All	20 mins
6.	Community drop-in session	Simone	10 mins
7.	Next steps	Natalie	5 mins
8.	Close	Natalie	

Swanbank odour nuisance

Community representatives forum

Agenda

Independent chair	Natalie Fortuna – Public Affairs unit, Department of Environment and Science
Date	Thursday, 16 November 2023
Location	Redbank Plains Community Centre
Time	8:00am – 9:00am (1 hour)

Attendees

- Invited community representatives
- Department of Environment and Science representatives (Simone Ventura, Elena Moeller, Natalie Fortuna)

Item #	Description	Responsible	Timing
1.	Acknowledgement of Country	Natalie	5 mins
2.	Introductions	Natalie	5 mins
3.	Progress update	Ben	10 mins
4.	Comms update	Natalie	5 mins
5.	Community drop-in session	Natalie	5 mins
6.	Community questions	All	20 mins
7.	Next steps	Natalie	5 mins
8.	Close	Natalie	

Swanbank odour nuisance

Community reference group

Agenda

Independent chair	Natalie Fortuna – Public Affairs unit, Department of Environment and Science
Date	Thursday, 18 January 2024
Location	Redbank Plains Community Centre
Time	7:30am – 9:00am (1.5 hours)

Attendees

- Invited community representatives sch4p4(6) Personal information
- Department of Environment and Science representatives (Ben Grant, Brad Wirth, Dan Salomone & Natalie Fortuna)

Item #	Description	Responsible	Timing
1.	Acknowledgement of Country	Natalie	5 mins
2.	Introductions	Natalie	5 mins
3.	Progress update	Ben Grant	15 mins
4.	Comms update	Natalie	5 mins
5.	Community drop-in session	Ben Grant	5 mins
6.	Community questions	All	40 mins
7.	Next steps	Natalie	5 mins
8.	Close	Natalie	

Swanbank odour nuisance

Community representatives forum

Agenda

Independent chair	Natalie Fortuna – Public Affairs unit, Department of Environment and Science
Date	Tuesday, 20 February 2024
Location	Redbank Plains Community Centre
Time	7:30am – 9:00am (1 ½ hours)

Attendees

- Invited community representatives sch4p4(6) Personal information
- Department of Environment and Science representatives (Simone Ventura, Natalie Fortuna)

Item #	Description	Responsible	Timing
1.	Acknowledgement of Country	Natalie	5 mins
2.	Introductions	Natalie	5 mins
3.	Progress update	Simone	15 mins
4.	Comms update	Natalie	5 mins
5.	Community drop-in session	Natalie	5 mins
6.	Community questions – including questions from Michelle	All	50 mins
7.	Next steps	Natalie	5 mins
8.	Close	Natalie	

Swanbank odour nuisance

Community representative's forum

Agenda

Independent chair	Carly Wood – Principal Communication Officer (DESI)
Date	13/03/2024
Location	Redbank Plains Community Centre
Time	(1 ½ hours)

Attendees

- Invited community representatives (sch4p4(6) Personal information)
- Department of Environment, Science and Innovation representatives (Simone Ventura, Brad Wirth, Daniel Salomone, Eleanor Read, Carly Wood)

Apologies

- Natalie Fortuna

Item #	Description	Responsible	Timing
1.	Acknowledgement of Country	Carly Wood	2 mins
2.	Introductions	Carly Wood	5 mins
3.	Progress update (including Asbestos, landfill and waste stockpile guidelines)	Brad Wirth & Simone Ventura	20 mins
4.	Address community questions (Provided by Michelle)	Simone Ventura	20mins
5.	Community drop-in session	Simone Ventura	5 mins
6.	Community feedback/questions	All	20 mins
7.	Next steps (Terms of Reference, FAQs)	Carly wood	5 mins
8.	Close	Carly wood	

Swanbank odour nuisance

Community representative's forum

Agenda

Independent chair	Natalie Fortuna – Director, Public Affairs
Date	Wednesday 17/04/2024
Location	Redbank Plains Community Centre
Time	7:30 – 9am

Attendees

- Invited community representatives sch4p4(6) Personal information
- Department of Environment, Science and Innovation representatives (Simone Ventura, Brad Wirth, Natalie Fortuna, Daniel Salomone & Krystle Hohn)

Item #	Description	Responsible	Timing
1.	Acknowledgement of Country	Natalie Fortuna	2 mins
2.	Introductions	Natalie Fortuna	5 mins
3.	Action items from previous CRG meeting	Natalie Fortuna	10 mins
4.	CRG Terms of Reference	Natalie Fortuna	20 mins
5.	Progress update	Brad Wirth & Simone Ventura	15 mins
6.	Community questions	Simone Ventura	10 mins
7.	Community feedback	All	20 mins
8.	Next steps	Natalie Fortuna	5 mins
9.	Close	Natalie Fortuna	2 mins

Swanbank Community Reference Group Terms of Reference (TOR)

Background

Odour issues emanating from the Swanbank Industrial Area have been affecting Ipswich residents for many years, and the number and intensity of odour reports and community concerns regarding health have been increasing. QLD Health are working closely with the Department of Environment, Science and Innovation (DESI) to address health related concerns.

Due to these factors, a community reference group (CRG) was established in late 2023 for a small group of community representatives to speak directly with staff from the DESI on the issue and raise community concerns.

Purpose

- The CRG's main purpose is to enable DESI to engage with key community representatives on odour issues affecting Ipswich residents.
- The CRG sets out to achieve greater information sharing and collaboration between the DESI and community regarding odour concerns and compliance activities.
- The meetings are an opportunity for key representatives of the community to speak directly with department staff and table broader community concerns and questions regarding odour nuisance.
- When appropriate, information received during meetings can be disseminated to the broader Ipswich community.
- Consultation with CRG members will also help inform DESI communications and engagement activities reflective of community needs.

The Terms of Reference (ToR) will set out the guiding principles of how the meetings will operate. It will define how the meetings will run, frequency and the responsibilities of all parties.

Confidentiality

Some information discussed at CRG meetings may be confidential, have privacy implications, or become part of an investigation. Members are asked to:

- observe confidentiality when expressed by DESI, exercise tact and discretion and diligence and not make improper use of information.
- not share or disclose any confidential information learned or accessed through membership or guest status with unauthorised individuals.

Scope

The scope of the CRG is to facilitate two-way communication between members and DESI and to share information on the department's compliance activities in relation to Swanbank and New Chum odour nuisance. The CRG will help the department to understand community concerns and the impacts from industry operations on Ipswich residents.

Objective

The objective of the CRG is to:

- Contribute to the department's understanding of community concerns and the impacts on the Ipswich community due to Swanbank and New Chum odour nuisance.
- Share information and provide updates on the department's compliance activities, programs and projects aimed at improving environmental outcomes in the local community.
- Provide insight and advice about communication and engagement activities related Swanbank and New Chum odour nuisance.

Membership of the CRG

The CRG membership will include:

- Individual strategic environmental advocates acting for environment protection
- Volunteers and representatives of community and local environment groups
- Passionate environment-focused professionals able to represent the interest and views of different aspects of the environment and local community.
- Individuals who display appropriate behaviour and are respectful of other members and DESI staff.

Members are -

- sch4p4(6) Pers Willowbank resident and committee member
- sch4p4(6) Persona Ripley resident and community advocate/spokesperson
- sch4p4(6) Person local resident and community advocate
- sch4p4(6) Pers Community page moderator and Ripley resident

Support members will be reviewed on a case by case basis by DESI. A request for a support member can be made via email to engagement@des.qld.gov.au

Approved support members are -

- sch4p4(6) Pers Ripley resident and community advocate/spokesperson
- sch4p4(6) Pers Local resident and community advocate

New Membership

- New membership needs to be discussed at CRG meetings and a consensus reached amongst members. DESI will then liaise with relevant representatives and/or agencies
- Membership/attendees will be capped at six (6)

DESI representatives are -

- Brad Wirth, Executive Director, Industry Development and Southeast Compliance, DESI
- Simone Ventura, Director, Swanbank Project, DESI
- Daniel Salomone, A/Compliance Delivery Manager, Swanbank Project DESI

Facilitators are –

- DESI Community Engagement Team

Those not eligible to become a member-

- State or Federal Politicians
- Local Government Councillors
- People with political agendas and/or active lobbyists
- People who have displayed aggressive behaviour.

Group numbers

- The group size will remain small as this allows the meetings to be manageable and provide the opportunity to have meaningful conversations. Membership/attendees will be capped at six (6).

Term

The CRG meetings will be held the first Wednesday of the month and will be reviewed in October 2024.

Conduct

CRG members and guests commit to acting respectfully. Robust discussion will arise and is encouraged in the spirit of collaboration, continuous improvement and challenging the status quo. CRG participants commit to acting with courtesy, dignity and fairly.

Any members/new members that do not demonstrate these behaviours will have their membership terminated or declined.

Meeting details

- The CRG will be chaired by a DESI representative.
- Meetings will be held on the first Wednesday of every month, wherever possible.
- The location of the meetings will be Redbank Plains Community Centre. Participants will be able to attend in-person.
- Meeting duration will be 1.5 hours from 7.30-9am
- Meeting agendas, minutes and actions will be provided in advance, including:
 - preparing agendas and supporting papers
 - preparing meeting notes and supporting information.
- The agenda will be distributed one week before each meeting.
- The minutes/summary from each meeting will be distributed within two days of the meeting, to members via email.

Roles and responsibilities

The community reference group aims to:

- Bring community questions, concerns, and broader community insights regarding odour investigations to DESI staff.
- Foster greater collaboration between DESI and the Ipswich community.
- Share all non-confidential communications and public information across respective community networks.
- Attend meetings or nominate a proxy if unable to attend.

Departmental representatives will:

- Provide clear, timely and transparent communication about odour investigation and compliance updates and respond to member queries appropriately.
- Chair meetings, record minutes and actions, and work to respond to actions
- Send out meeting invites, agenda and meeting summary
- Provide latest updates via email and electronic direct mail (eDM) to subscribers
- Provide a response to community questions

CRG members

- Nominate one member to collate questions for discussion and share these with DESI at least two weeks prior to a meeting taking place. Questions should be sent to engagement@des.qld.gov.au. These questions should reflect broader community concerns.
- Each member will be allocated a set time to have their concerns/questions addressed. This will allow all members equal opportunity to speak.
- Feedback loop from CRG members to community – CRG members will disseminate non-confidential communications and public information shared via meetings to respective networks.
- Members are encouraged to provide an update at the following CRG meeting outlining an update on information shared with the community. This may include:
 - did community understand the information being shared?
 - did community find the information useful and how was this information received?
 - did community have any questions that arose from the information provided?

Terms of reference reviews

The terms of reference should be reviewed annually. Amendments may be informed by situational changes, data, evaluation, or community feedback.

TOR agreement

We, the members of this committee, agree to the Terms of Reference.

Name / title	Signature	Date
sch4p4(6) Perso Willowbank resident and committee member CRG Member		
sch4p4(6) Perso Ripley resident and community advocate/spokesperson CRG Member		
sch4p4(6) Perso Community page moderator and Ripley resident CRG Member		
sch4p4(6) Perso Local resident and community advocate CRG Member		
Brad Wirth Executive Director DESI		
Simone Ventura Director, Swanbank Project DESI		
Natalie Fortuna Director, Public Affairs DESI		